

City of Riverside  
Public Utilities Department  
Fiscal Year 2003 – 2004  
Accomplishments



## THE PUBLIC UTILITIES DEPARTMENT

The City of Riverside Public Utilities Department's 410+ employees fall under one of four divisions; Water, Energy Delivery, Finance/Resources/Administration, and Marketing and Customer Service.

Each division has several sections that work independently within the division, and in coordination and cooperation with other utility divisions and sections to meet the goals and objectives of the department. Each division is responsible to meet the department goals and to maintain tracking and benchmarking measures for effective management to ensure successful results.

The Utility is extremely proud to have received 15 industry-related recognitions/awards - most notably:

- Honorable Mention from the League of California Cities Helen Putnam Award for Excellence
- American Public Power Association (APPA) 2004 Energy Innovator Award
- The State of California Flex Your Power Recognition
- The National Arbor Day Foundation "2004 Tree Line USA Award"
- The California Municipal Utility Association (CMUA) 2004 Community Service and Resource Efficiency Awards

We also received 12 community sponsor award recognitions and 9 City employee Raincross Performance Awards as well as a large number of P.R.I.D.E awards recognizing RPU employees for doing such great work. (Detailed Award list attached at the end of department report.)

Recognition by our peers is truly an honor. We believe it reflects the type of excellence our organization has achieved as we strive to fulfill our vision and commitment to our customers and the community; *The City of Riverside Public Utilities will be recognized as a community treasure with a national reputation for excellence.*

The Utility Department's 2003/2004 accomplishments are outlined in this report.

## **PUBLIC UTILITIES WATER DIVISION ACCOMPLISHMENTS**

### **Water Reliability**

- In 2003, there were no water shortages in Riverside's system.
- RPU produced enough water to meet a 66 million gallons/day (MGD) average daily demand and a record peak of 103.6 MGD on August 15, 2003

### **Pipe Replacement/Installations**

- Nearly 38,000 feet of aging water pipes were replaced in 2003 under our long-range pipeline replacement plan at a cost of \$14.7 million
- Constructed a 5,200 foot transmission line to meet increasing water demands in the developing Whitegate area

### **Major Projects**

- Riverside Canal – After 134 years of service, the Riverside Canal that stretches 12 miles from Colton to Jefferson Street near the Riverside Auto Center, is undergoing an \$8.5 million rehabilitation
- Three contaminated wells – out of service for over 13 years – were refurbished and connected to the new Palmyrita Treatment Plant
- Constructed \$2 million spillway on Mockingbird dam
- Began design and construction of over \$6 million capital improvements to handle widening of 60/91/215 Freeway Interchange project
- Completed relocation of the two major water supply lines serving Riverside to meet aggressive CALTRANS timetable without loss of service to customers
- Completion of 3 new ion exchange plants to remove perchlorate and keep our level below the State health goal

### **Water Planning**

- Completed a Water Supply Plan and a Recycled Water Master Plan in anticipation of meeting future growth requirements.
- Completed Water System Security Vulnerability Assessment
- Security improvements were initiated to protect our water supply based on the assessment

### **Customer Reporting**

- Water Quality Annual Report distributed to all residents
- All Federal and State drinking water standards were met

## **PUBLIC UTILITIES ENERGY DELIVERY DIVISION ACCOMPLISHMENTS**

### **New Transmission Projects**

- Northgate Steel Pole Installation – 7 new 75' steel poles were installed on the 69KV transmission system, this area has expanded rapidly due to new commercial growth in the area

### **Miles of Transmission Line Installed**

- 13.88 Miles

### **Miles of Overhead Distribution**

- 0.62 Miles

### **Lost-Time Accidents**

- 293 Days without a loss time accident.
- 149 Employees with an exposure of approximately 309,920 Hours

### **Transmission Patrol by Air**

- The Police Department Aerial Division has provided the Electric Utilities with the unique opportunity to patrol our transmission lines from a helicopter. We are able to patrol all transmission lines in approximately 1 hour. The ground method takes approximately 20 hours to provide the same information

### **Improvements**

- Downtown 4KV to 12KV conversion design completed and construction has started
- Three million dollars of distribution and transmission lines have been relocated due to the Cal Trans 60/91 redesign project
- Market Street phase 2 underground conversion design was completed
- Tyler Street underground conversion design was completed
- Mitchell Avenue pole line relocation was designed
- 200,000 feet of primary distribution cable was tested
- 33,000 feet of primary distribution cable was replaced
- 2,762 poles were tested for deterioration and treated
- 87 deteriorated poles were replaced
- A SCADA system replacement study was completed
- A substation air conditioning study was completed and specifications written for replacement equipment
- Riverside Energy Resource Center equipment procurement and construction specifications were written and equipment ordered

**Reliability**

- SAIDI for the year was 40.48 Minutes
- SAIFI for the year was 0.74 Interruptions
- Fiber Optic System availability was 99.45%
- SCADA System availability was 100.00%

**Meter Shop**

- Set 100,000<sup>th</sup> electric meter on January 13, 2004
- Field tested 1,368 meters
- Shop tested 2,441 meters
- Installed 1,565 new meters

**Substation Capital Projects**

- Contract-Mobile #1 site development at CSDR
- Orangecrest T5 in service
- Springs digital fault recorder
- Lynn control building and 66KV backup relays
- Banning – 22<sup>nd</sup> Street substation commissioning
- Riverside digital fault recorder

**Substation Maintenance Projects**

- Mt. View T4 bushing failure and repair
- Banning – Alola T3 failure and replacement
- Replaced LTC controller on Magnolia T6
- Banning – Repaired PT transfer at San Gorgonio
- MWD – Tested hot sticks and rubber gloves for MWD
- Wastewater Treatment – Repaired 480 circuit breakers
- Banning – Repaired two regulators
- Maintained 83 distribution circuit breakers
- Maintained 46 distribution circuit relay sets
- Maintained 16 transmission circuit breakers
- Maintained 87 transmission disconnect switches
- Maintained 17 transmission or substation relay sets

**Transformer Shop**

- Tested 596 new distribution transformers
- Junked 798 old distribution transformers
- Tested 156 pairs of rubber gloves

**Dispatch**

- Answered 21,227 calls for service

## **PUBLIC UTILITIES FINANCE/RESOURCES DIVISION ACCOMPLISHMENTS**

### **Regulatory Activities**

- FERC exonerates RPU of any "Prohibited Gaming Activities" during the California power crisis
- FERC ruling in favor of RPU for over \$500,000

### **Finance Activities**

- Issued \$110 million of electric revenue bonds with all-in true interest cost of 3.94%
- Affirmed Electric fund's A+ rating and Water fund's AA rating
- Refinancing project debt savings: \$5,400.000

### **Power Resources**

- Approved Renewable Portfolio Standard (RPS)
- Signed renewable contracts to ensure compliance with RPS
- Updated Financial Risk Management and Counterparty Credit Policies
- Began process of constructing 100 MW Riverside Energy Resource Center
- Broke all time system peak load on Aug. 14, 2003 (500.05 mWh's) and again on September 5, 2003 (517.16 mWh's)

### **Operation and Efficiency Measures**

- Approved Work Order Management System
- Redesign of water rates to promote efficiency

## **PUBLIC UTILITIES MARKETING/CUSTOMER SERVICE DIVISION ACCOMPLISHMENTS**

### **Economic Development/Legislative Affairs Section**

#### **Economic Development Rate**

- Increased annual revenues from ED Rate load growth: YTD: \$1,099,033  
Since inception of program: \$6,227,221

#### **Customer ED Contracts**

- Economic Development Rate Contracts: YTD: 4  
Since inception of program: 15

#### **Customer Contacts**

- Number of customer contacts – new/expanding sites: YTD: 254  
Since inception of program: 995
- Number of rate analysis requests: YTD: Aprox. 8  
Since inception of program: 56

#### **Legislative Affairs**

- Number of legislative bills/issues reviewed: YTD: 216  
Numerous additional bills were reviewed as part of the cross-department team on legislative affairs

### **Customer Service Section**

#### **Quality Service**

- We are proud to report the goal of the Customer Service Division of Public Utilities to provide “quality service” to our customer. In fiscal year 2003/04, we assisted over 320,000 customers by telephone. Over 80% of these calls were answered in 20 seconds or less

#### **Customer Assistance**

- The Division also offered customer service and payment centers at Utility Service Plaza and the Utility Operations Center at Adams assisting over 300,000 customers

#### **Customer Service Special Assistance**

- Through our City “Share” Program, we have served over 3,900 customers totaling \$588,000. Over 1,000, of the 3,900 customers are now receiving either senior citizen or disabled discounts
- We have also extended ourselves to the State HEAP program and have actively assisted over 1,200 customers
- Our UTILICARE program provided 597 customers discounted rates when using qualified medical devices

## **Customer Marketing Communications Section**

### **Supported RPU Divisions, Sections and Groups**

- Provided communication and marketing consulting, created and produced collateral and promotional materials

### **Public Awareness Campaigns (Developed and Implemented)**

- Green Power Campaign (3 year campaign)
- Tree Power Free Tree Promotion
- Be Powerwise Energy Conservation Campaign summer 2004
- Be Waterwise Water Conservation Campaign summer 2004
- Back-Of-Bill/envelope customer communication messaging promotion

### **Media/Public Relation Communications**

- Number of press releases distributed locally/regionally: 34 (21 Press Releases in FY 2002/03 – a 62% increase.)
- Submitted two Op Ed pieces to The Press-Enterprise and

### **Sponsorship and Bottled Water Outreach Support to Community Groups/Events**

- Contribution (In-kind, cash, water, promo items) \$239,485
- Community sponsorships/events: 248
- 453 total staff hours
- 38% by Volunteers = 172 hours (operation cost savings)
- 62% by Staff
- Bottled Water Program: 34,344 bottles donated = \$14,889

### **Annual Reports Produced and Distributed**

- Water Quality Annual Report 2003 – Mailed to 97,600 customers in June 2004
- Programs-Benefits-Services Annual Report 2003 – mailed to 90,000 electric customers in October 2003
- Financial Annual Report 2002 – CD available upon request
- Customer Welcome Booklet: Mailed to each new customer
- RPU Newsletter: Produced quarterly and distributed to all employees
- City Newsletter(Insights): Provided articles for city news
- Riverside Report: Provided articles for community news

### **Conducted Customer Satisfaction Survey 2003/2004**

- Results: Energy customer satisfaction ratings; 93% residential and 90% commercial customers. Water 92% customer satisfaction rating

### **Web Site Communications**

- RPU front page reformatted to offer more information and become more dynamic
- RPU Customer Service section redesigned with "look and feel" of RPU web site
- Major Project sections added: RERC, DPUP, Be Waterwise, Be Powerwise



- Changed Domain Name to go directly to City servers instead of being forwarded to allow greater control over presentation of information and direction of customers to pertinent information or single subject matter

### **RPU Intranet**

- Complete redesign of site. Division sections clearly identified. Calendars for each division and RPU developed
- Use of advanced technology, PHP installed. RPU Intranet can grow and evolve using new technologies

### **Major Projects Community Staff Presentation Program**

- Riverside Energy Resource Center (RERC) – Greater Riverside Chambers of Commerce, Service Clubs
- Downtown Power Upgrade Project (DPUP) – To Downtown Businesses, Downtown Residents, Greater Riverside Chambers of Commerce, Service Clubs
- Water Pipe Replacement Projects – worked directly with over 170 impacted residents of Pachappa Hills, Indian Hills, University Avenue neighborhoods during projects

### **RPU Awards and Recognition Program**

- 2003/2004 total 36 recognition/awards (See attached list.)

## **PU Programs and Services Section**

### **Training / Events**

- Attended over 10 training classes
- Attended all Mayors Night Out and monthly Chamber Meetings, hosted October 2003 Downtown Division Meeting
- Attended Business Events: State of the City and Bi-annual Mayor's Business Reception
- Staffed Downtown Wednesday Nights, Festival of Lights, Black History Expo, Air Show, Orange Blossom Festival, Sights and Sounds of Downtown, Riverside Celebrates Trees, CNG Fuel Station Grand Opening, WRCOG Clean Cities Coalition, Goeske Center 25th Anniversary, BOMA Meeting, Water Resources Seminar, and Metropolitan Water District Meeting

### **On-going Activities**

- Active members of: Urban Forest Committee, CEEP, CUWCC, SCPPA
- Created and are working towards internal goals for the success of the division
- Currently handle all rate analysis, implemented a customer contact system, implemented a single point of contact, implemented a backup representative system, visited all TOU customers and met with them quarterly, visited over 2,390 small business customers

- Designed, produced, and purchased all collateral for the section, including specific campaigns like the Free Shade Tree Campaign

### **Customer Inquiries**

- Collected and responded to all Annual Report inquiries
- Contacted all large water users to inform them of the water pipeline replacement
- Customer billing issues handled - multiplier
- Provide customers with electric and water consumption reports
- Attended Grant Writers Meeting, Implemented a Water Reclamation Surcharge, and Wrote a CDBG Grant to increase funding into the division
- Gathered success stories from our customers for the new Non-Residential booklet
- Maintenance of Internal Reporting: Contract expiration spreadsheet, Customer Directed Funds spreadsheet, and monthly Status Reports
- Submit Best Management Practices annually

### **Projects**

- Developed a residential and business booklet
- Developed and implemented a pilot Irrigation Management System at White Park
- Implemented Master Summary Billing
- Prepared and implemented pilot lighting program for small business customers
- PV projects: Oak Tree, Pools, Janet Goeske Center, City Hall 7th Floor and Atrium, New RPD Station, Turquoise and Topaz, Orange Terrace Community Park, and Arlanza
- SGIP Funding: Received \$211,500 for the Autumn Ridge apartments. There is over \$600,000 for the La Sierra Metrolink Station and the Oak Tree Apartments

### **Programs and Rebates**

- Administer all programs internally
- Assisted in the implementation of the High Efficiency Clothes Washer (HECW) program
- Education Program: Over 6,370 students reached in AUSD and RUSD, created a student question section on the RPU website, Judged the AUSD and RUSD Science Fairs, Created a science fair handbook, created a kindergarten water and electricity program, worked with WMWD on a number of projects
- Implemented a residential Photovoltaic Program
- Program Contract Extensions: Renewed necessary contracts for vendors and customers including SHARE, HECW, ULFT, and UCR Grant contracts

### **Rebates**

- Energy Innovation Grant - \$75,000 roof tile coating research @ Poe
- Over \$3,000,000 has been rebated to all customers
- Over \$1,050,000 was rebated to non residential customers
- Over 3,900 residents received assistance from the SHARE Program
- Participation in programs is over target by 28%
- Provided a number of New Construction Rebates

- Residential participation was over 53,000 applicants
- Worked with approx. a dozen non residential new construction customers

## **Field Services, Collections & Billing Department Section**

### **Lost Time Accidents**

- No lost time accidents for 238 consecutive days. (clock was restarted for one employee's knee surgery for a ten-year-old industrial accident)
- Our excellent accident-free record is due to the implementation of our access program which provides for the reading of meters without entering potentially dangerous properties and our effective training/safety program

### **Write-Off Revenue**

- Write-Off to Revenue Ratio is the lowest in history at 0.097%, or \$232,044. We budget \$700,000 for this purpose each year, thereby saving the City \$467,956 this past fiscal year

### **Meter Reader Error rate**

- Meter Readers have an outstanding error rate of only one read error for every 1,200 meters read, or an accuracy rate of 99.92%

### **Meter Reader Schedule**

- The City's monthly meter reading schedule was met 100% of the time this year

### **Customer's Tagged**

- We delivered 111,714 tags this past year, earning the City of Riverside in excess of \$1 million in revenue - this is a 10% increase over last year's volume

## **Customer Information System (CIS)**

### **Implemented Savings**

- Replaced the Xerox Printer with a newer and faster model resulting in savings of more than \$20,000 a year
- Modified the Past Due Notices program materials to utilize bar coding and carrier route sorting saving RPU more than \$20,000 in postage cost annually
- Replaced stand-alone credit card equipment with a call-cashiering center saving thousands of dollars in credit card fees each year
- Identified areas where system errors might occur and produced productivity reports to be viewed by different departments. This effort resulted in recovering thousands of dollars from misbilled accounts and located monies back to their prospective GL accounts

- Tested and implemented a major upgrade that added functionality and enhanced performance to the CIS /Utility Billing system that generates almost a quarter of a billion dollars in revenue each year
- Tested and implemented a major electric and water rate change

### **Support Services**

- Received and processed more than 2000 helpdesk tickets and calls to help solve issues with problem accounts from different users of the CIS system
- Tested and implemented successfully the Master Summary Billing and the Customer Contact modules of the CIS system
- Reported, tested and implemented multiple code drops from the vendor to solve different problems related to billing and customer service
- Provided CIS system solution that tracks commercial generated power received from outside utility source eliminating years of manual billing and credit estimation to such accounts like the Sewer Plant